



Teleworking Preparedness

November 2016

NASA Headquarters supports both everyday and emergency telework activity. Both scenarios require you to prepare ahead of time to ensure you have a successful telework experience. If you do not telework regularly, it is best to prepare and practice during a period when you are comfortable and have dedicated time to allow you to practice these capabilities BEFORE circumstances require you to use them.

This document provides a brief overview to prepare you for teleworking. Review the HQ [Remote Access Guide](#) for in-depth details on the topics covered below.

Requirements for Teleworking

The following table details the requirements for teleworking at NASA HQ. These requirements may be different depending on whether you connect remotely using Windows or Macintosh.

Requirement	Windows	Mac
Government-issued or government-approved laptop with: <ul style="list-style-type: none">AnyConnect software installedcomputer power cord	✓	✓
High-speed Internet access from an Internet Service Provider (ISP) or Aircard or MiFi device (e.g., Verizon, Comcast, Cox Communications, etc.)	✓	✓
Remote Access Guide (save a copy of the Remote Access Guide to your desktop)	✓	✓
PIV smartcard (NASA badge) and current PIN -- for logging in and/or VPN access	✓	✓
External card reader – for VPN access	O	✓
SecurID token and eight-digit alpha-numeric PIN – ONLY if you require access to “token only” applications and Web sites	✓	✓
SecurID token and eight-digit alpha-numeric PIN -- for VPN access ONLY for users who do not have a PIV smartcard (NASA badge).	✓	✓
AUID username (e.g., jdoe) and NDC password		✓
Access Launchpad password		✓
Voice mail password	✓	✓
Instant Meeting account information (personal teleconference number and passcode)	O	O
Headset for Jabber	✓	✓

✓ = Required

O = Optional/May be required

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Preparation Checklist

Perform the following actions prior to your telework session to allow enough time to address any issues you may discover.

Basics

- ☐ Review the Requirements for Teleworking table above to ensure you have the services, credentials and equipment required for teleworking.
- ☐ Test your connection, using [Cisco AnyConnect](#). See instructions in the [Remote Access Guide](#) for more information.

SecurID Token

A token is required for access to “token only” applications and Web sites. Additionally, non-badged personnel (those who have not been issued a PIV smartcard (NASA badge)) who still require access to VPN require a token.

- ☐ Check to see that the token is generating clearly visible numbers.
- ☐ Verify that your SecurID token is not due to expire in the near future, even if you have already used it successfully. The expiration date is located on the back.
- ☐ Test your eight-digit alpha-numeric SecurID token PIN by attempting to log in to a “token only” application/Web site.

Phone

- ☐ Log in to the [Self Care Portal](#) to customize your office desktop phone, forward your calls to another location, or access your phone user guide.
- ☐ Test Jabber on your NASA-issued laptop to ensure it is correctly configured and functions properly. See [Jabber User Guide – Windows 7](#) and [Jabber User Guide – Macintosh](#).
- ☐ Ensure that you have a telephone headset for Jabber available, that your audio settings are set to that particular headset or speakerphone, and that you know how to use the mute function.

Credentials

Ensure that you have memorized (or can locate) the following security-sensitive data:

- ☐ Your voice mail password
- ☐ The eight-digit alpha-numeric PIN for your SecurID token
- ☐ Your PIV smartcard or NDC credentials for the Unified Communications Self Care Portal.
- ☐ Your Access Launchpad credentials for using Jabber (Macintosh users)
- ☐ Your personal conference call number and passcode (optional)

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Useful Links

HQ Telework Tools:

http://itcd.hq.nasa.gov/telework_tools.html

Remote Access Guide:

http://itcd.hq.nasa.gov/secure/remote_access.pdf

Cisco Self Care Portal:

<https://nhqvpub01/ccmuser>

HQ VPN Web page:

<http://itcd.hq.nasa.gov/networking-vpn.html>

Jabber User Guide for Windows 7:

<http://itcd.hq.nasa.gov/documents/Jabber-User-Guide-Windows7.pdf>

Jabber User Guide for Macintosh:

<http://itcd.hq.nasa.gov/documents/Jabber-User-Guide-Mac.pdf>

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:

<http://itcd.hq.nasa.gov/instructions.html>